

Governance and Assurance Statement – 2024-25

The Board of New Outlook Housing Association has formally reviewed and approved our Complaint Handling Self-Assessment and our Annual Complaints Performance and Service Improvement Report, in accordance with the Housing Ombudsman's Complaint Handling Code.

We are pleased to confirm that, following a thorough internal review, our processes align with the requirements set out in the Code. The self-assessment demonstrates that we continue to meet regulatory expectations, and where opportunities for improvement have been identified, these have been incorporated into our service improvement plans.

The Board recognises the fundamental role that effective complaint handling plays in driving service quality, accountability, and trust. We remain fully committed to ensuring that every complaint is treated as a learning opportunity, and that insights gained from complaints are embedded across the organisation to support long-term improvements to our services and customer experience.

We have strengthened our internal reporting on complaints, ensuring regular Board-level oversight, and continue to invest in staff training and development to promote a culture of openness, responsiveness, and continuous learning.

As an organisation, New Outlook is committed to transparency and continuous improvement. We will continue to monitor our complaint handling performance closely, act on learning, and work in partnership with the Housing Ombudsman to meet our obligations and uphold the highest standards of customer care.

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Chair: Zoe Richardson

